

The amount of captioning is increasing slowly, however, there are instances where I turn on a show (usually on cable stations) and there is no captioning. The biography channel is a good example of no captioning, as well as special movies on Lifetime, Hallmark, etc. It's frustrating to switch from one channel to another and not have captioning, especially if it is a show I really want to watch. I end up having to ask family members to repeat a lot of information to me that would be unnecessary if there were captions.

Another problem I experience is with the local PAX-TV station, they show captions, but they often get scrambled. The people at the station understand some of the technical stuff with the equipment, but they don't know how to fix the scrambling problem. It is likely that they need to replace the equipment, but as a consumer - why should I be telling them how to fix the problem?

The accuracy of captioning is the best on preprogrammed shows (when the station is actually showing them) than on live shows. Local news is generally good, but the captioning can fall behind, and lately, I've noticed more paraphrasing when it falls behind, rather than what was actually said. For the news, this can create confusion especially if they either miss a comment altogether or don't choose the right wording when paraphrasing. In Denver, the emergency captioning is generally good, but not very many public places turn on the captioning. I believe that all public places with televisions should automatically turn on the captioning.

I have digital cable, and my understanding is that if the captions are showing at all, then if the captions are missing it would be the individual cable channel that isn't providing the captions. It would be helpful if it were more intuitive as to how to contact stations to request that they turn the captioning on. The viewer shouldn't have to hunt this information down.